

MISSION

Providing services to seniors and at-risk individuals to maintain or improve choice, independence, and quality of life, ensuring seniors and adults with disabilities have the right to age in place in the least restrictive environment. Aging and Adult Services is the designated Area Agency on Aging for the County of San Bernardino and is responsible for administering programs under the Older Americans Act. The Department also administers the countywide Adult Protective Services and In-Home Supportive Services Programs. Aging and Adult Services is also the designated agency to advocate for the elderly on the local, state, and national level. Aging and Adult Services is also mandated to ensure options are easily accessible to all older individuals and to have a visible focal point where anyone can go or call for information or referral.

ALZHEIMER'S DAY CARE RESOURCE CENTERS

Alzheimer's Day Care Resource Centers (ADCRCs) provide day care services to individuals with Alzheimer's disease and other forms of dementia. Services include individually planned social, physical and cognitively oriented activities to meet the physical and psychological needs of the participants. ADCRCs are also sources of respite, support, and information for family caregivers. For more information call 1-800-510-2020.

ADULT PROTECTIVE SERVICES

The Adult Protective Services Program provides a range of services and activities necessary to prevent or remedy situations

in which vulnerable adults are endangered because of exploitation, neglect or incapacity, or in which adults are endangered or abused by the treatment of others. It serves clients who are identified as being vulnerable due to their social situation or legal issues, and/or subject to exploitation jeopardizing their present or future health, well-being, opportunity for normal development, or capacity for independence. To report suspected elder or dependent adult abuse, call 24 hours/day, 7 days/week, toll free: 1-877-565-2020

FAMILY CAREGIVER SUPPORT PROGRAM

The Family Caregiver Support Program is specifically targeted to meet the needs of family caregivers:

- An adult family member or another adult individual (18 or older) that is providing for an older person (60 or older) who is functionally impaired or requires substantial supervision due to cognitive or other mental impairment, or
- A relative caregiver (60 or older), such as a grandparent or step-grandparent or relative by blood or marriage who lives with the child (18 or younger), that is the primary caregiver because the parents are unable or unwilling, has legal custody or guardianship, or is informally raising the child.

Call the Senior Information & Assistance toll free telephone # (800) 510-2020 for more information.

HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP)

The Health Insurance Counseling and Advocacy Program (HICAP) assists individuals and families with Medicare problems and other health insurance concerns. HICAP counseling services are provided by counselors registered by the California Department of Aging who provide objective information on Medicare, Medicare supplement insurance, managed care, long-term care planning and health insurance.

HICAP will help an individual file Medicare or other health insurance claims, understand their coverage and consumer rights, assist with managed care issues and long-term planning and evaluate their insurance or health care needs. HICAP counseling is confidential and free of charge. For more information call HICAP in San Bernardino at (909) 697-6560. All other areas call HICAP at (800) 434-0222.

INFORMATION AND ASSISTANCE PROGRAM

The program provides information and assistance to help senior citizens solve problems and learn about opportunities, services, and community activities. Assistance and advocacy to make contact with organizations which provide needed services is also an important part of the program. Follow up and evaluation are provided to ensure the senior is receiving needed services. Senior Information and Assistance offices are open during normal daytime hours, Monday through Friday. A toll free number will connect you with the

Information and Assistance office closest to the location from which you are calling. The number is 1-800-510-2020.

IN-HOME SUPPORTIVE SERVICES (IHSS)

The goal of the IHSS Program is to maintain elderly or disabled individuals in their own homes by providing services aimed at health and safety. Services performed by a care provider are to augment what the clients or families are able to do for them. Those eligible for the program receive a wide variety of basic services. These include domestic assistance, such as housecleaning, meal preparation, laundry, and shopping; personal care, such as feeding and bathing; transportation; protective supervision; and certain paramedical services ordered by a physician. Call the Senior Information & Assistance toll-free telephone # (800) 510-2020 for more information.

LEGAL SERVICES

Inland Counties Legal Services (ICLS), through a contract with Aging and Adult Services, provides legal services for people age 60 and over at offices in San Bernardino, Rancho Cucamonga and Victorville. Attorneys and paralegals make regularly scheduled visits to senior centers throughout the County. Legal counsel and advice is also available through a telephone intake service provided by ICLS. Priority is given to public benefits problems such as Social Security, SSI, Medi-Cal (spousal impoverishment), and housing problems such as landlord/tenant. Service is also provided in some family law matters, wills, conservatorships,

guardianships and for probate for estates of small value. No criminal or fee generating cases are taken. Call 1-800-510-2020 for a referral to Inland Counties Legal Services.

MULTI-PURPOSE SENIOR SERVICES PROGRAM

Multipurpose Senior Services Program (MSSP) provides social/health care case management to prevent or delay long-term institutional care of the frail elderly. It is limited to servicing Medi-Cal eligible persons who are 65 years of age or older and who are certified or certifiable for placement in a skilled nursing facility (SNF) or intermediate care facility (ICF). The program is designed to provide cost effective, community-based care as an alternative to long-term institutional care

LONG-TERM CARE OMBUDSMAN PROGRAM

The Ombudsman visits nursing homes and board and care facilities regularly to insure residents know about their services. The program also provides complaint resolution for residents in these facilities who may be experiencing abuse and/or neglect. Additionally, the Ombudsman help with problems regarding quality of care, food, finance, meaningful activities, visitors of choice, residents' rights, and other concerns. The program uses fully trained, certified volunteers to provide all the above services. They also work with licensing agencies responsible for these facilities, assist facility administrators and staff in solving problems with families and difficult residents, provide community education to groups, and witness durable power of attorney for health care documents. For

more information concerning the Long-Term Care Ombudsman Program, call (909) 891-3928 or toll free, at 1-866-229-0284.

SENIOR EMPLOYMENT PROGRAM

The Senior Employment Program operates a Senior Community Service Employment Program (SCSEP) and an informal job referral service. The program places eligible participants (county residents who are age 55 or older, unemployed, and low income) in minimum wage, on-the-job training positions for 20 hours per week. The program's goal is to place the participant into unsubsidized employment thereby opening a slot for a new applicant to enroll in the program. Call (909) 891-3913 for more information

SENIOR NUTRITION SERVICES

Seniors, 60 years of age and older, and their spouses, are served lunch at nutrition sites around the county and have the opportunity to enjoy other activities. Home-delivered meals are also available for homebound seniors in some communities. Senior citizens are encouraged to contact their area Senior Information and Assistance office for locations and telephone numbers of nutrition sites. A suggested donation amount is posted at each site. Seniors are provided the right to donate confidentially and voluntarily. Call 1-800-510-2020 for the nutrition site location nearest you.

LINKAGES

The Linkages Program is a "gap-filler" that helps persons at risk of being institutionalized who are not receiving

other case management services, including those provided through the departments of Developmental Services, Mental Health or Rehabilitation. For more information, call the toll-free phone # (877) 565-2020

BRIDGES PROGRAM

The Bridges Program provides exterior yard and/or property clean up services to seniors and disabled adults at no cost. The program is provided through coordination with the County Probation Department and is designed to teach young adults responsibility, work ethics, and the value of community assistance. The program is limited to residents of San Bernardino County who must reside on the property being cleaned up. For information, call 1-800-510-2020.

AGING & ADULT SERVICES TOLL FREE PHONE NUMBERS:

Information and Assistance

Toll Free (800) 510-2020

Adult Protective Services

Toll-free 24-Hour Hotline (877) 565-2020

In Home Supportive Services

For the office nearest you, call the Information & Assistance Toll-Free # (800) 510-2020

Ombudsman Program

Toll Free (866) 229-0284

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**County of
San Bernardino**

Aging and Adult Services

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